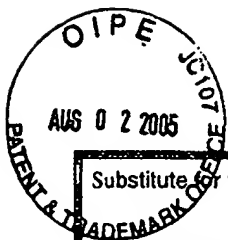


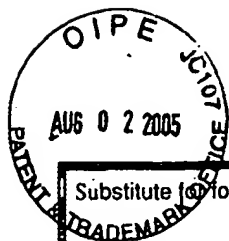
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	09/901,078
		Filing Date	July 10, 2001
		First Named Inventor	Rebecca L. SIEGEL
		Art Unit	3624
		Examiner Name	Stefanos KARMIS
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Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
An	1.	US- 2001/0034682	10/25/2001	Knight et al.	
	2.	US- 2001/0042034	11/15/2001	Elliott	
	3.	US- 2001/0044293	11/22/2001	Morgan	
	4.	US- 2001/0047489	11/29/2001	Ito et al.	
	5.	US- 2002/0026394	02/28/2002	Savage et al.	
	6.	US- 2002/0059141	05/16/2002	Davies et al.	
	7.	US- 2003/0101119	05/29/2003	Persons et al.	
	8.	US- 2003/0163403	08/28/2003	Chen et al.	
	9.	US- 4321672	03/23/1982	Braun et al.	
	10.	US- 4355372	10/19/1982	Goldberg	
	11.	US- 4495018	01/22/1985	Chen et al.	
	12.	US- 4633397	12/30/1986	Macco	
	13.	US- 4694397	09/15/1987	Vignola, Sr.	
	14.	US- 4722054	01/26/1988	Fukushima	
	15.	US- 4745468	05/17/1988	Von Kohor	
	16.	US- 4752877	06/21/1988	Roberts	
	17.	US- 4797911	01/10/1989	Marks	
	18.	US- 4812628	03/14/1989	Boston	
	19.	US- 4914587	04/03/1990	Clouse	
	20.	US- 4926255	05/15/1990	Von Kohorn	
	21.	US- 4932046	06/05/1990	Ross	
An	22.	US- 4948174	08/14/1990	Thomason et al.	
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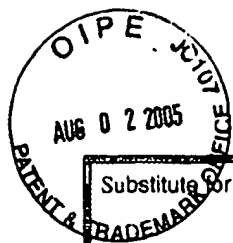
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	09/901,078
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fu	23.	US- 4972504	11/20/1990	Daniel, Jr.	
	24.	US- 4974878	12/04/1990	Josephson	
	25.	US- 5041972	08/20/1991	Frost	
	26.	US- 5050207	09/17/1991	Hitchcock	
	27.	US- 5121945	06/16/1992	Thomson et al.	
	28.	US- 5157717	10/20/1992	Hitchcock	
	29.	US- 5179584	01/12/1993	Tsumura	
	30.	US- 5220501	06/15/1993	Lawlor	
	31.	US- 5225978	07/06/1993	Peterson	
	32.	US- 5259023	11/02/1993	Katz	
	33.	US- 5260778	11/09/1993	Kauffman	
	34.	US- 5287269	02/15/1994	Dorrough	
	35.	US- 5383113	01/17/1995	Kight	
	36.	US- 5402474	03/28/1995	Miller	
	37.	US- 5424938	06/13/1995	Wagner	
	38.	US- 5483445	01/09/1996	Pickering	
	39.	US- 5490060	02/06/1996	Malec	
	40.	US- 5523942	05/04/1996	Tyler	
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	42.	US- 5555299	09/10/1996	Maloney et al.	
	43.	US- 5559855	09/24/1996	Dowens et al.	
✓	44.	US- 5561707	10/01/1996	Katz	
Ar	45.	US- 5570465	10/29/1996	Tsakanikas	
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AK	46.	US- 5583759	12/10/1996	Geer	
	47.	US- 5594791	01/14/1997	Szlam et al.	
	48.	US- 5599528	02/04/1997	Igaki	
	49.	US- 5615341	03/25/1997	Srikant	
	50.	US- 5652786	07/29/1997	Rogers	
	51.	US- 5659165	08/19/1997	Jennings	
	52.	US- 5684863	11/04/1997	Katz	
	53.	US- 5699528	12/16/1997	Hogan	
	54.	US- 5715298	02/03/1998	Rogers	
	55.	US- 5715450	02/03/1998	Ambrose	
	56.	US- 5727249	03/10/1998	Powell	
	57.	US- 5742775	04/21/1998	King	
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	59.	US- 5757904	05/26/1998	Anderson	
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	62.	US- 5765142	06/09/1998	Allred et al.	
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	64.	US- 5793846	08/11/1998	Katz	
	65.	US- 5794221	08/11/1998	Egendorf	
	66.	US- 5802498	09/01/1998	Comesanas	
✓	67.	US- 5802499	09/01/1998	Sampson	
AK	68.	US- 5815551	09/29/1998	Katz	
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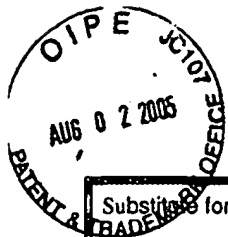
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for	69.	US- 5819238	10/06/1998	Fernholz	
	70.	US- 5826241	10/20/1998	Stein	
	71.	US- 5832447	11/03/1998	Rieker	
	72.	US- 5832460	11/03/1998	Bednar	
	73.	US- 5835087	11/10/1998	Herz	
	74.	US- 5835580	11/10/1998	Fraser	
	75.	US- 5835603	11/10/1998	Coutts	
	76.	US- 5842211	11/24/1998	Horadan	
	77.	US- 5862223	01/19/1999	Walker	
	78.	US- 5870456	02/09/1999	Rogers	
	79.	US- 5870721	02/09/1999	Norris	
	80.	US- 5870724	02/09/1999	Lawlor	
	81.	US- 5873072	02/16/1999	Kight	
	82.	US- 5875437	02/23/1999	Atkins	
	83.	US- 5884032	03/16/1999	Bateman	
	84.	US- 5884288	03/16/1999	Chang	
	85.	US- 5897625	04/27/1999	Gustin	
	86.	US- 5899982	05/04/1999	Randle	
	87.	US- 5903881	05/11/1999	Schrader	
	88.	US- 5920847	07/06/1999	Kolling et al.	
↓	89.	US- 5923745	07/13/1999	Hurd	
for	90.	US- 5940811	08/17/1999	Norris	
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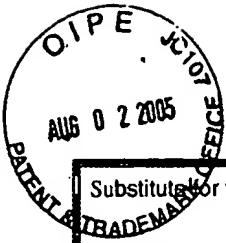
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AC	91.	US- 5943656	08/24/1999	Crooks	
	92.	US- 5953406	09/14/1999	LaRue et al.	
	93.	US- 5966695	10/12/1999	Melchione et al.	
	94.	US- 5966698	10/12/1999	Pollin	
	95.	US- 5970467	10/19/1999	Alavi	
	96.	US- 5974396	10/26/1999	Anderson	
	97.	US- 5987435	11/16/1999	Weiss	
	98.	US- 5991750	11/23/1999	Watson	
	99.	US- 5995942	11/30/1999	Smith et al.	
	100.	US- 5995948	11/30/1999	Whitford	
	101.	US- 6016344	01/18/2000	Katz	
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	103.	US- 6029139	02/22/2000	Cunningham et al.	
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	105.	US- 6038552	03/14/2000	Fleischl et al.	
	106.	US- 6049782	04/11/2000	Gottesman et al.	
	107.	US- 6055510	04/25/2000	Henrick	
	108.	US- 6070147	05/30/2000	Harms et al.	
	109.	US- 6078892	06/20/2000	Anderson et al.	
AC	110.	US- 6088685	07/11/2000	Kiron	
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	111.	US- 6100891	08/08/2000	Thorne	
	112.	US- 6101486	08/08/2000	Roberts et al.	
	113.	US- 6148293	11/14/2000	King	
	114.	US- 6151584	11/21/2000	Papierniak et al.	
	115.	US- 6157924	12/05/2000	Austin	
	116.	US- 6212178	04/03/2001	Beck et al.	
	117.	US- 6226623	05/01/2001	Schein et al.	
	118.	US- 6230287	05/08/2001	Pinard et al.	
	119.	US- 6233332	05/15/2001	Anderson et al.	
	120.	US- 6233566	05/15/2001	Levine	
	121.	US- 6278981	08/21/2001	Dembo	
	122.	US- 6301567	10/09/2001	Leong et al.	
	123.	US- 6304653	10/16/2001	O'Neil et al.	
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	125.	US- 6321212	11/20/2001	Lange	
	126.	US- 6338047	01/08/2002	Wallman	
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	128.	US- 6418419	07/09/2002	Nieboer	
	129.	US- 6430545	08/01/2002	Honarvar et al.	
	130.	US- 6480850	11/12/2002	Veldhuisen	
	131.	US- 6553113	04/22/2003	Dhir et al.	
	132.	US- 6578015	06/10/2003	Haseltine et al.	
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OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
<i>ju</i>	134.	ANONYMOUS, Delivering the Right Information to the Right Resource or Every Customer, Interaction; Intelligent Callrouter, www.geotel.com/solutions/icr, 1998	<input type="checkbox"/>	<input type="checkbox"/>
<i>ju</i>	135.	Global Corruption Report 2004, Transparency International, Pluto Press, www.globalcorrup.com, ISBN 07453 2231; 06/26/2005	<input type="checkbox"/>	<input type="checkbox"/>
<i>ju</i>	136.	The Customer Interaction Specialists, Computer Telephony Solutions, Internet, 05/25/1999	<input type="checkbox"/>	<input type="checkbox"/>
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